

Summary

Subject matter: The improvement of the work of the HR department in a modern organization (on the example of “Euro City Bank, plc.”)

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Customer organization: “Euro City Bank, plc.”

Topicality of the research:

is conditioned by the need for the cardinal reforming of the existing practice of the work of HR departments as the main subject of staff management in organizations, in whose connection the task of the scientific analysis of this work and development of recommendation on its improvement comes esse he fore.

Objective of the research:

is the study of staff services as the subjects of staff management in “Euro City Bank, plc.”, the discovery of the hot problems of its work and development of practical recommendations on its improvement.

Tasks:

- examination of the theoretical foundations of the work of the staff service as the subject of staff management in an organization;
- analysis of the evolution of the development of staff services in the world and Russian practice;
- determination of the specific nature of staff services and their work in Russian organizations;
- study of the work of the staff service as a subject of staff management I “Euro City bank, plc.”, discovered of the key problems in this work;
- development of measures on the improvement of the work of the staff service in “Euro City bank, plc.”.

Theoretical and practical significance of the research:

is that its findings and recommendations can be used for the improvement of the work of the staff service of “Euro City Bank, plc.”, but also other financial and

credit organizations. The conducted research can serve as the foundations for further development of the problems of the improvement of the efficiency of the work of staff services in modern organizations.

Results of the research:

We have:

-systemized the scientific views of staff services as subjects of staff management in organizations, made more precise the content of their work;

-determined the key categories of the work: object and subject of the work, goals and criteria of efficiency;

-critically analyzed the dynamics of the organizational and methodological approaches to staff work in the world and Russian practice, on whose basis we have determined the main stages of the formation and development of staff services in the world's developed countries, discovered the main principles and technologies of their work in advanced companies;

-offered the modern standards of the work of the staff services fit to be emulated in the Russian conditions from the world's best companies;

-determined the basic principles and typological characteristics of staff services and their work in the Russian and historical retrospect;

-represented the typologization of modern Russian staff services as subjects of staff management according to the level of their development;

-offered some ideas on the improvement of the work of the staff services of "Euro City bank, plc."

Recommendations:

1. to improve the level of the staff service in the hierarchy of management of "Euro city Bank, plc.";

2. to implement the transition of the staff service from the "transitional" model to "perspective" one;

3. to provide the staff service with professional staffers;

4. to introduce the clear-cut algorithm of the work of the staff service;

5. to empower the HR department with all the required resources and responsibilities for the realization of the main staff related functions: planning of staff, selection of staff, work with the staff reserve, motivation and stimulation of staff, certification, employees' career planning, management of the employees' talent and development;

6. for the objective assessment of the work of the HR service it is recommended to hire outside auditors who by using assessment technologies will submit to the top managers a real picture of the results of the work of the HR department.